

RECEIVED



PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

	Component					Annual Target	3rd Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual
SATISFIED CLIENTS	SO 1 Total Client Experience	SM1 Percentage of Satisfied Clients	Number of respondents who rated PhilHealth service with at least Satisfactory/ Total number of respondents	10%	(Actual/Target) x Weight Below 80% = 0%	≥ 90%	≥ 90%	Technical Review of the proposal of Novo Trends (Third-party researcher)
	Sub-total			10%				
	SO 2 Responsive Benefits	SM 2 % of Eligible Members Availd of the No Balance Billing	Total Number of Surveyed NBB Claims/ Total Number of Surveyed NBB-Eligible Claims	10%	(Actual/Target) x Weight	≥ 90%	≥ 90%	83.31% (288,887 / 346,773)

PES Form 4
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for	SM 3 Improvement of Provider- Payment Mechanism	Actual Accomplish ment	10%	All or Nothing	1. Conduct capacity building of accredited health care providers per area;	1. Conduct capacity building of accredited health care providers per area;	1. Conducted an orientation to selected PRO NCR Officers and technical staff and institutional health care providers (IHCPs) in National Capital Region on the PhilHealth costing framework and data collection tools last November 7-9, 2018 per CPO No. 2018-2665.	
					2. Conduct capacity building of PhilHealth technical staff on data analysis of the cost data; and,	2. Conduct capacity building of PhilHealth technical staff on data analysis of the cost data; and,	2. Conducted an orientation to selected technical staff of PhilHealth Regional Offices in Areas I, II, III and IV on the PhilHealth costing framework and data collection tools per CPO 2019-0866.	
					3. Management ExeComm-approved policy on the institutionalization of the regular	3. Management ExeComm-approved policy on the institutionalization of the	3. CSW of the "Strategic Purchasing Framework (PhilHealth Costing Tool) returned by Actuary to BDRD to provide specific risk description for the issuance of Risk	

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Jo n					submission of cost data, as part of the Performance Commitment, by all accredited health care providers.	regular submission of cost data, as part of the Performance Commitment, by all accredited health care providers.	<p>Assessment Certification.</p> <ul style="list-style-type: none"> The following were approved during the Board Meeting last March 14, 2019 per PBR No. 2347, s. 2019 (see annex A): <ol style="list-style-type: none"> PhilHealth Costing Framework and Data Collection Tools Institutionalization of regular costing of health services Development of IT solutions in support to the institutionalization of costing. <ul style="list-style-type: none"> Consultation workshop on the drafting of the policy for the institutionalization of the PhilHealth Costing Framework and Data Collection Tools conducted last September 24-25, 2019 per CPO 2019-2273. Drafting of policy on the Institutionalization of PhilHealth costing and data collection forms conducted.

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					4.	4.	<ul style="list-style-type: none"> The following were agreed during the workshop on the required data fields for costing and DRG (see annex B): 1. Database development for cost data uploading and storage (August 2019) 2. Uploading of cost data by UHC implementation sites (September 2019) 3. Harmonization of data requirements and PhilHealth Forms 4. Define the scope of costing for Global Budget Policy on the Institutionalization of PhilHealth costing and data collection forms drafted.
<i>Jan</i> Sub-total			20%				


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SUSTAINABLE FUND	SO 3 Revenue Generated	SM 4 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	10%	(Actual/ Target) x Weight	≥95% (Formal and Informal economies, and overseas Filipinos)	≥95% (Formal and Informal economies, and overseas Filipinos)	96.64% (58,371,673B/ 60,401,775B)
	SO 4 Optimized Asset	SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	10%	[100% - (Actual- Target)/Target]	1:1	1:1	0.78:1 (P84.77B : P108.53B)
	Sub-total			20%				
	SO 5 Boost innovation in Research, Policy and Process	SM 6 Implement Quality Management System	Actual Accomplish ment	10%	All or Nothing	Maintain ISO 9001:2015 certification covering all sites and processes	Maintain ISO 9001:2015 certification covering all sites and processes	Documents on the procurement of a certifying body to conduct the Third- party surveillance audits on QMS Implementation are now for Management approval.

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EXCELLENT PROCESS	SO 6 Ensure Operational Effectiveness and Efficiency	SM 7 Potential Fraud Incidence (Fraud Risk Index)	Third-party rating	5%	All or Nothing	Implementation and Establishment of Baseline	Implemen tation and Establishment of Baseline Fraud Risk Index	On-going claims data analysis
	SO 6 Ensure Operational Effectiveness and Efficiency SO 7 Strengthen Customer and Partner Relations	SM 8 Increase in the Percentage of Cases Disposed	Number of Cases Disposed (resolved or filed with charges)/ Total number of cases	15%	All or Nothing	Establish Baseline	Establish Baseline	<u>FACT-FINDING AND INVESTIGATION ENFORCEMENT DEPARTMENT</u> 36.13% (843 /2,333) <u>PROSECUTION</u> 13.03% (184/1,412) <u>ARBITRATION</u> 10.64 % (159/1,494)

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	SM 9 Percentage of Good Claims Within Applicable Time	Number of Good Claims Processed within Applicable Processing Time/ Total Number of Claims	10%	(Actual/Target) x Weight If Below 90% = 0%	100%	100%	98.20% * (6,724,354/ 6,847,861) Within 60 Days* <small>* All claims for reimbursement or payment for services rendered shall be filed within a period of sixty (60) calendar days from the date of discharge of the patient from the health care provider (RA 10606 Revised IRR Article VIII Section 35).</small>
	Sub-total		40%				
STRONG FOUNDATION	SO 8 Ensure Organization al Alignment and Workforce Engagement	SM 10 Percentage of Employees Meeting Required Competencie s	Actual Accomplish ment	10%	All or Nothing	Development of Position Profile and Competency- Based Job Description Establishment of Baseline	Development of Position Profile and Competency- Based Job Description Establishment of Baseline <ul style="list-style-type: none"> • Position Profile Printing and Binding stage • Competency-Based Job Description (CBJD) Final Review, printing and binding stage
	Sub-total			10%			
	Total			100%			